



U.S. Nuclear Regulatory Commission Office of Nuclear Reactor Regulation

NRR OFFICE INSTRUCTION

Change Notice

Office Instruction No.: **ADM-302, Revision 1**

Office Instruction Title: **Web Management**

Effective Date: **July 26, 2004**

Primary Contacts: **Conchita See
301-415-1306
css@nrc.gov**

Responsible Organization: **NRR/PMAS/PIMB**

Summary of Changes: This revision includes a change in primary contact; major changes to section 4; changes to section 5 and 6; and deletion of attachment 2, an interim guidance document issued by OCIO. Revisions to section 4 included instructions on how to obtain sensitivity reviews on documents bound for release on the public site, and on how to request for web support for developing and posting of (1) new materials on existing web pages, (2) routine updates to existing web pages, (3) major revisions to existing web sub-sites, and (4) new web sub-sites. In addition, this revision is in accordance with the April 2003 issuance of Management Directive 3.14, "U.S. Nuclear Regulatory Commission External Web Site."

Training: **None**

ADAMS Accession No.: **ML041530608**



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Training: **None**

ADAMS Accession No.: **ML041530608**

Position	Primary Contact	C:PIMB:PMAS:NRR	NRR Division Directors (parallel concurrences)				
			D:DRIP:NRR	D:DIPM:NRR	D:DLPM:NRR	D:DSSA:NRR	D:DE:NRR
Name	CSee	GSuh	DMatthews	BBoger	TMarsh	SBlack	RBarrett
Date	06/02/2004	06/02/2004	06/05/2004	06/17/2004	06/05/2004	06/25/2004	06/22/2004
Position	D:PMAS:NRR						
Name	CCarpenter/ DMcCain						
Date	07/26/2004						

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**NRR OFFICE INSTRUCTION
ADM-302, Revision 1**

Web Management

1. POLICY

It is the policy of NRR to maintain appropriate management controls for governing changes to all NRR-sponsored content published on the agency's public web site in accordance with Management Directive 3.14, "U.S. Nuclear Regulatory Commission External Web Site."

2. OBJECTIVES

The objective of this office instruction is to provide NRR staff with guidance and procedures on the development and maintenance of all NRR-sponsored web content.

3. BACKGROUND

The NRC public web site is one of the tools that the agency uses to accomplish its goals of increasing public confidence in NRC and making it easier for the public to conduct business with NRC. NRR is a major content provider to the agency's public web site. NRR developed and maintains several highly visited sub-sites. Prior to the April 14, 2003, issuance of Management Directive 3.14, the agency used the interim management controls for governing changes to content at the agency's public web site as specified in a memorandum (ADAMS Accession Number: ML011090411) from the Chief Information Officer, "Management Controls for Information at the Agency Public Web Site," dated August 24, 2001.

4. BASIC REQUIREMENTS

4.1 Objectives of NRR-sponsored Web Content

- Contributes to increasing public confidence in NRC
- Makes conducting business with NRC more efficient and effective
- Provides information that enhances the ability of stakeholders to participate effectively in the regulatory process
- Provides information that enhances the public's understanding of NRC's mission, goals, and performance
- Provides timely, accurate, accessible, and easy-to-find information
- Follows the agency's web templates and guidelines

4.2 Sensitivity Reviews

Materials involving plant-specific risk information and those that appear to include facility maps must be reviewed and approved by the NRRInfoReview group prior to posting on the public site.

Categories of materials that do not need to be reviewed and approved by NRRInfoReview group are:

- Information that is specifically intended for the public, such as
 - public meeting notices
 - public meeting summaries
 - overheads and handouts used in public meetings that are generated by NRC or licensees
- Generic communications, such as
 - information notices
 - regulatory information summaries
 - bulletins
 - generic letters
- Rulemakings
- Corrections to existing web pages

4.3 Web Support Requests

The content sponsor and content provider are responsible for the materials and contents of their respective web pages. The NRRWebServices team will provide the necessary expertise and support in the conversion and formatting of the materials to the appropriate web format.

4.3.1 New materials on existing web pages

- a. The content provider must first submit the materials by email to NRRInfoReview group, requesting a sensitivity review. See section 4.2 on material exempted from sensitivity reviews. The email address is NRR_INFOREVIEW@nrc.gov.
- b. Once the sensitivity review is completed, NRRInfoReview group will respond to the content provider by email with a copy to NRRWebServices.
- c. The NRRWebServices team will create the web pages once the materials are approved by NRRInfoReview group for posting on the public web site.
- d. The NRRWebServices team will notify the content provider by email when the web pages are ready for review.
- e. The content provider must ensure the accuracy of content of the web pages.
- f. The content provider is responsible for making sure the respective content sponsor reviews the web pages and is responsible for obtaining final approval from the content sponsor.
- g. The NRRWebServices team posts the web pages after the reviews are completed.

4.3.2 Routine updates to existing web pages

- a. The content provider must first submit updates by email to NRRWebServices.

- b. The NRRWebServices team will implement the requested updates and inform the content provider by email once the pages have been updated and posted on the web site.

4.3.3 Major revisions to existing web sub-sites

- a. The content sponsor and/or content provider must first contact the NRR office web liaison to discuss any major revisions to existing web sub-sites.
- b. Follow instructions on 4.3.1.

4.3.4 New web sub-sites

- a. The content sponsor and/or content provider must first contact the NRR office web liaison to discuss the development of any new web sub-sites.
- b. The content sponsor must email the NRR office web liaison with the name(s) of specific staff designated to be content provider(s) for the new web sub-sites.
- c. Follow instructions on 4.3.1.

4.4 Web Development Tools

The following approved tools are currently used by NRR for preparing web pages:

- Content Provider
 - Adobe Acrobat
 - WordPerfect
 - Ephox EditLive! Web Content Development Tool
 - Internet Explorer
- Web Liaison and NRRWebServices
 - Adobe Acrobat
 - DreamWeaver Web Design Tool
 - Ephox EditLive! Web Content Development Tool
 - Internet Explorer

5. **RESPONSIBILITIES AND AUTHORITIES**

- Content Sponsor (Branch Chief, NRR Office or Division Director)
Management member who sponsors and authorizes materials to be posted on the web site that are consistent with NRC's objectives and policies for the public web site. The content sponsors designate specific staff as content provider(s) for sub-sites they are sponsoring. The content sponsors authorize the initial process to add or remove a page (including a scientific code), a sub-site, a document collection, or a document for comment, ensuring that material meets the overall site objectives.

- **Content Provider**
NRR staff designated by their content sponsors to be the primary providers of materials for the public web site. The NRR content providers are responsible for conducting their assigned duties consistently with the management controls for governing changes to content at the agency's public web site and for conducting frequent reviews of their web contents to ensure continued accuracy and timeliness. The content providers are responsible for making sure their respective content sponsors review and approve the web pages. Content providers must follow the policy, standards, and procedures in Management Directive 3.14.

 - **Office Web Liaison**
The primary NRR contact for all web-related issues. The office web liaison maintains a working knowledge of the office's overall site, structure, and content and serves as the primary point of contact with the OCIO web staff. The office web liaison implements the office management controls in accordance with Management Directive 3.14, and reviews and concurs on all office Statements of Work containing web-related efforts or products to ensure that office-specific web contracts have proper management controls in place and that work is done in accordance with the agency's web policies and standards. Office web liaison must follow the policy, standards, and procedures in Management Directive 3.14.

 - **Office Web Liaison (backup)**
In the absence of the office web liaison, the backup will assume office web liaison responsibilities.

 - **NRRWebServices**
A team of NRR staff and web contractors responsible for developing, updating, and supporting NRR web-related activities, site structures, materials, and contents. The NRR web contractor staff implement office management controls in accordance with guidance from the NRR office web liaison to maintain the overall integrity and structure of the NRC web site, and to ensure adherence with applicable NRR, NRC, and Government-wide standards, policies, laws, and regulations. The team must follow the policy, standards, and procedures in Management Directive 3.14.
- Email Address: NRRWebServices@nrc.gov
- **NRR InfoReview Group**
A designated group of NRR staff who are responsible for conducting sensitivity reviews of materials for publishing on the public web site.

Email Address: NRR_INFOREVIEW@nrc.gov

6. PERFORMANCE MEASURES

The NRR content providers will be responsible for reviewing web content on a quarterly basis to ensure continued accuracy and timeliness of NRR content. Additional measures will be considered after experience is gained with OCIO's planned implementation of an Agency web content management system.

7. PRIMARY CONTACT

Office Web Liaison	Office Web Liaison (backup)
Conchita See	Michael MacWilliams
NRR/PMAS	NRR/PMAS
(301) 415-1306	(301) 415-1877
css@nrc.gov	mlm4@nrc.gov

8. RESPONSIBLE ORGANIZATION

NRR/PMAS

9. EFFECTIVE DATE

July 26, 2004

10. REFERENCES

- Management Directive 3.14, "U.S. Nuclear Regulatory Commission External Web Site"
- Guidance for Publishing to the NRC Web Site, <http://www.internal.nrc.gov/web-standards>
- Management Directive 3.4, "Release of Information to the Public"
- Management Directive 12.6, "NRC Sensitive Unclassified Information Security Program"
- NRC NUREG-Series Publications 1379, "NRC Editorial Style Guide"
- NRC NUREG-Series Publications BR-0273, "ADAMS Desk Reference Guide"

Attachment:
Appendix A - Change History

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Office Instruction ADM-302, Revision 1

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Date	Description of Changes	Method Used to Announce & Distribute	Training
03/12/2002	This is the initial issuance of this Office Instruction.	E-Mail to NRR Staff	None
07/26/2004	This revision includes a change in primary contact; major changes to section 4; changes to section 5 and 6; and deletion attachment 2, an interim guidance document issued by OCIO. Revisions to section 4 included instructions on how to obtain sensitivity reviews on documents bound for release on the public site, and on how to request for web support for developing and posting of (1) new materials on existing web pages, (2) routine updates to existing web pages, (3) major revisions to existing web sub-sites, and (4) new web sub-sites. In addition, this revision is in accordance with the April 2003 issuance of Management Directive 3.14, "U.S. Nuclear Regulatory Commission External Web Site."	E-Mail to NRR Staff	None